

Town of Brentwood
Request for Proposal
Fleet Maintenance Services for Police and Highway Vehicles

I. PURPOSE OF REQUEST

The Town of Brentwood (Town) is requesting proposals for the selection of a primary location for furnishing maintenance and repair services, including all labor, parts and material necessary for the various classifications, types and makes/models of vehicles. Please note that this would not be an exclusive maintenance contract. A list of existing Town vehicles are attached herein (Exhibit C) as examples only. The number, make/model and composition may change without prior notice. Contractors located in the general area within a 10 mile radius of the Town Office are preferred. The selection will be based on overall price, services, performance and reliability of proposers. The Town's needs are outlined below.

II. INSTRUCTIONS TO CONTRACTORS

A. All proposals must be addressed to:

Karen Clement, Town Administrator
Town of Brentwood
1 Dalton Road
Brentwood NH 03833
603 642 6400 x 10

B. All proposals must be in a sealed envelope and clearly marked **"Sealed Bid - Fleet Maintenance Services"**. The name and address of the proposing business must be shown on the face of the envelope.

C. All proposals must be received by **4:00 pm on November 18, 2013**. Six (6) copies of the proposal must be enclosed in the sealed envelope. All proposals will be opened at the Selectmen's meeting at **6:15pm on November 19, 2013**. No facsimile, electronic, or telephone proposals will be accepted. Proposers are cautioned that failure to comply may result in non-acceptance of the offer.

D. Proposals should be prepared simply and economically, providing a straight forward, concise description of provider capabilities to satisfy requirements of the request. Special bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on clarity and completeness of information provided.

E. The Town Administrator will notify the contractor selected within three (3) days following the bid opening.

F. Proposal Submittal (using the forms in Exhibit B)

- a. The names of individuals who will be working on Town vehicles and their qualifications, experience, area of expertise, and the time employed by the contractor.
- b. A proposed outline of tasks, products and project schedule including the hours required to complete each task or product.
- c. A proposed budget based on the above outline of task, products, and schedules.
- d. References

III. SCOPE OF SERVICES

The scope of service, operating procedures, and vehicles to be covered are attached herein as Exhibit A.

IV. TERMS AND CONDITIONS

- A. This proposal shall be for a period of two (2) years beginning on January 1, 2014 and ending on December 31, 2015. This contract may be renewed each January for an additional one (1) year upon performance audit and approval by the Town.
- B. The Town reserves the right to reject any and all proposals, and to waive minor irregularities in any proposal.
- C. The Town reserves the right to request clarification of information submitted and to request additional information from any proposer.
- D. The Town reserves the right to award all or a portion of the required services to the more than one qualified proposer at the Town's sole discretion.
- E. Any proposal may be withdrawn up until the date and time set above for the opening of the proposals. Any proposal not so timely withdrawn shall constitute an irrevocable offer, for a period of ninety (90) days to provide the Town services described in the attached specifications, or until one or more proposals have been accepted and executed by the Town, whichever comes first.

V. COMPENSATION

- A. Payment by the Town for the services will only be made after the services are performed and accepted by authorized Town designees. The Town requires that all of its vendors have a Department of Treasury Internal Revenue Service Form W-9 on file with the Town to accommodate payment. Itemized billings shall be submitted upon completion containing information specified under by the Town as described in Exhibit A under Repair Order. Monthly statements shall be submitted by the 30th of each month to include all repair orders, cost, and date identified. Payment will be made within thirty (30) days after receipt of monthly statement. Discount periods must be extended of the billing invoice is returned for credit or correction.

Exhibit A

Scope of Service

GENERAL PROVISIONS

The successful contractor must be able to perform general and preventative maintenance and common repair services on vehicles and equipment that include, but are not limited to brakes, suspension, heat/air conditioning systems, electrical systems, engine, etc. The Town's preference is to have a primary contractor that has the ability to perform all required services if possible.

A. Preventive Maintenance

The Town's vehicles are routinely driven in short distance; frequent start/stop; and long idle periods. An outline of preventative maintenance requirements due to use conditions is included. The average annual mileage per vehicle for administrative purposes is 15,000 and 21,000 for patrol vehicles.

B. Provide service/repairs to all common mechanical and electrical systems as needed.

C. For non-scheduled emergency service, courtesy transport for customer to and from Town facilities.

a. Town Highway Department: 207 Middle Road

b. Town Office/Police Department: 1 Dalton Road

D. Conditions on Required Services

a. 24 hour turnaround time on common repairs (including brakes, etc.) and routine maintenance

b. When a prior appointment has been made for routine maintenance, the turnaround time should be 4 hours

c. Provide adequate inventory on special parts to ensure minimum turnaround on uncommon repairs

d. Any vehicle left on the premises outside of normal businesses hours will be locked in a secure area. Video surveillance is preferred but not required.

E. Repair Order Procedure

a. Repair estimates with anticipated work to be performed, estimated completion time, and estimated cost signed by Town designee upon drop off.

b. Actual work/cost above written estimate requires Town approval prior to work start.

c. The contractor guarantees and warrants that all material furnished and all services performed under this agreement will be free from defects in material and workmanship. The contractor shall remedy any such defects at his/her own expense within one (1) working day after notification from the Town.

F. Hours of Operation

The Town has a number of services that are active on a 24/7 basis and desired most comprehensive hour coverage possible. Please identify normal business hours and emergency business hours if available.

G. Safety Check

The Contractor shall perform a safety check in conjunction with all maintenance requirements listed within this Request for Proposal. These safety checks shall be performed every time a vehicle is brought in for service:

- a. Tires — Visually check condition
- b. Lights — Check directional signaling devices and emergency light systems for proper operation
- c. Seat belt — Check operation of seat belts
- d. Windshield Wipers and Washers — Check condition of wiper arms and blades. Check aim and flow of washer spray. Fill washer reservoir with washer solvent.
- e. Fluid Levels — Check and replenish fluid levels in transmission, differential, steering sector or power steering pump, and master cylinder. Inspect all units for leakage and clogging.
- f. Battery — Check condition of heat-shield, hold-down clamps and cable ends, top off electrolyte level, and clean top and terminals as necessary.
- g. Heater-Defroster-Air Conditioner System and Wiper Controls Check switches, valves, and ducting doors for proper operation.
- h. Exhaust System — Visually inspect complete exhaust system including catalytic converter and heat-shielding. Check for broken, damaged, missing, or poorly positioned parts. Inspect for open seams, holes, or any condition which could allow exhaust fumes to enter the vehicle.
- i. Steering and Suspension Components — Conduct a "look and "shake" inspection
- j. Frame/Sub-Frame and Cross Member — Visually check for "drive-over" and/or vehicular damage and fatiguing
- k. Drive Shaft U-Joints / CV Joints — Conduct a "look" and "shake" inspection for seal leakage and joint failure
- l. Critical Components — Check condition of all under-hood heat-shields, and the routing of all hoses and wiring to ensure maximum protection from radiated exhaust heat. Inspect all coolant hoses, fuel line hoses, power steering hoses, engine accessory drive belts, and other under-hood plastic or rubber components
- m. Brakes — Inspect all brake line hoses and master cylinder for signs of leaks or damage. Inspect front brake pads, rear brake linings, wheels cylinders, and parking brake cables and linkage. Report estimate of remaining life of pads and shoes
- n. Starter/Charging System — Electronically check starter motor cranking speed and current draw. Check alternator charging rate
- o. Cooling System — Visually inspect entire system for leaks, damage or others signs of needed repair

PREVENTATIVE MAINTENANCE SCHEDULE

Service	Service Frequency	
	Service A	Service B
	4 month	12 month
	5000 miles	15000 miles
Change Engine Oil	x	x
Change Engine Oil Filter	x	x
Check Air Filter Condition	x	x
Check and Adjust Drive Belts	x	x
Check Battery Electrolyte Level, Add Water As Needed; Clean And Tighten Terminals	x	x
Check Brake Fluid Level	x	x
Check All Belts		x
Check Breather Condition	x	x
Check Drive Tran Fluid Levels (Transmission, Transfer case, Differential)	x	x
Check Engine Compartment Fluid Levels, Add As Needed	x	x
Check Engine Cooling System, Hoses And Clamps	x	x
Check Exhaust System	x	x
Check Exterior & Interior Lights And Other Electrical Items For Correct Operation	x	x
Check Power Steering Fluid Level	x	x
Check Tire Pressure And Condition – add air as needed	x	x
Check Windshield Wiper operation, Blades condition, Washer Solvent level, Fill as needed.	x	x
Lubricate Chassis/CV boots	x	x
Check Front Brake Pads, Rotors And Calipers		x
Check Rear Brake Shoes, Drums And Wheel Cylinders		x
Rotate Tires per manufactures recommendation	x	x
Air Filter - Replace		x
Check Parking Brake Operation	x	x
Fuel Filter - Replace		x
For Diesel engines, check & drain fuel/water separator	x	x
Vacuum Administrative vehicles	x	x
Wash windows	x	x
Check PCV Valve and Filter per manufacturers recommendation		x

Exhibit B Proposal Forms

MANAGEMENT INFORMATION

Proposers and their subcontractors must have prior successful experience performing maintenance and repair services on automobiles, must be licensed to conduct business in the State of New Hampshire and must possess all permits, licenses, certifications, approvals, equipment, materials, and staff necessary to perform and/or carry out the requirements of the contract.

1. SHOP PROFILE RESPONSIBILITY

SHOP NAME:

NAME OF SHOP OWNER(S)

SHOP ADDRESS:

PHONE NUMBER:

FAX NUMBER:

NUMBER OF YEARS IN BUSINESS:

NUMBER OF YEARS IN BUSINESS AT THIS LOCATION:

2. PROXIMITY TO TOWN OFFICE _____ MILES

3. NAME OF SHOP MANAGER(S):

State the duties and qualifications of shop manager(s)

4. ASSIGNED CONTACT/SERVICE REPRESENTATIVE:

Name:

Title/Duties: Qualifications:

Years with Contractor:

EXHIBIT C PROPOSAL FORMS

Phone Numbers:

Work:

Pager:

5. Emergency Contact (365 days/year; 24 hours):

6. Operating Hours — The Contractor shall be currently operating out of a commercial facility, which is open and accessible to Town personnel, without prior notice during normal business hours. Facilities shall be available for vehicle service between the hours of 8:00am and 4:30 pm, Monday through Friday (excluding holidays). Please state hours that your facility is open for maintenance service.

Monday	_____	A.M.	_____	P.M.
Tuesday	_____	A.M.	_____	P.M.
Wednesday	_____	A.M.	_____	P.M.
Thursday	_____	A.M.	_____	P.M.
Friday	_____	A.M.	_____	P.M.
Saturday	_____	A.M.	_____	P.M.
Sunday	_____	A.M.	_____	P.M.

COST AND CONDITIONS

Services/Costs	Passenger Veh & Light Trucks (gasoline)		4x4 Trucks and Utility Vehicles (diesel)		Trucks ½ ton and above (gasoline)	
	Labor Hr	L&M Cost	Labor Hr	L&M Cost	Labor Hr	L&M Cost
Scheduled Preventive Maintenance:						
Service A: 4 months or 5000 miles Service						
Service B: 8 months or 10000 miles Service						
Periodic Repairs/Services:						
Brake - replace pads/shoes						
Brake - replace rotor/drum						

Conditions:

- Prices for the services listed above must include all labor and material needed to complete the services specified.
- Prices proposed in this section are firm fixed prices for the initial period of the contract (two years).
- All repair parts are to be OEM or equivalent. Exceptions will be individually considered on a case- by-case basis. Price for each service shall include parts, labor and all necessary fluids and free fluid top off between service intervals.
- For police patrol vehicles, all parts are to be OEM. Heavy Duty Police Pursuit Vehicles parts.
- Service reminder sticker are required with each service.
- Provide break down of labor hours for each periodic repair item and indicate any exceptions, if applicable. Labor hours shall be repair time, not factory time.
- Unless otherwise specified and/or agreed to, a standard 120-day or 4000 mile warranty will be required on all labor and materials.

REFERENCES

Please provide 3 commercial/municipal client references, their size of fleet by vehicle type, years in contract relation, type and frequency of services provided. Please identify the contact person and phone number for each reference.

Company Name	
Company Address	
Company Phone	
Contact Person	
Fleet Size/Type	
Years of Contract	
Frequency of Service	

Company Name	
Company Address	
Company Phone	
Contact Person	
Fleet Size/Type	
Years of Contract	
Frequency of Service	

Company Name	
Company Address	
Company Phone	
Contact Person	
Fleet Size/Type	
Years of Contract	
Frequency of Service	

Exhibit C
TOWN OF BRENTWOOD
POLICE AND HIGHWAY VEHICLES

Year	Make	Model
1985	Chevrolet	M1010Van
1994	International	Dump Truck
2001	International	Dump Truck
2006	International	Dump Truck
2011	International	Dump Truck
2003	John Deere	Loader
2007	Chevrolet	3500
2005	Ford	F550
2006	Ford	Expedition
2007	Ford	Crown Victoria
2009	Dodge	Charger
2009	Ford	Crown Victoria
2011	Dodge	Charger
2011	Ford	Taurus
2009	Ford	F350